

Patient Reference Group Langford Medical Practice

Practice Profile

Langford Medical Practice was relocated to a new purpose built building nineteen years ago, and has grown from 4,500 to 9,243 patients. It is based in Langford Village, one of several developments on the outskirts of Bicester, one of North Oxfordshire's expanding towns. There are a large number of young, professional families in the practice area, although there are small pockets of deprivation. The branch surgery at Ambrosden serves patients from the outlying villages as well as the families of service personnel based at the local garrison.

Surgery Opening Times

Langford Surgery

Monday	8.00-18.30
Tuesday	7.30-18.30
Wednesday	7.00-18.30
Thursday	7.30-18.30
Friday	7.00-18.30

Appointments can be booked for a variety of clinics between 8.30-1.00 and 2-6pm. Please call reception on 01869 245665 for details. This year we have introduced on line appointment booking.

Extended Opening Hours

On Tuesdays, Wednesdays, Thursdays and Fridays a number of early morning appointments are available as pre-booked appointments only.

Ambrosden Surgery

Monday	11.00-13.00
Tuesday	11.00-13.00
Wednesday	10.00-12.00
Thursday	11.00-13.00
Friday	11.00-13.00

Description of the profile of our patients

Regular Patients In Mar 2014. Base Is National Population Uk 1988											
Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	375	901	367	495	817	799	439	219	99	17	8
Base	309	635	683	684	644	509	471	357	184	20	8
Percent	121%	142%	54%	72%	127%	157%	93%	61%	54%	84%	99%
Females	326	891	383	678	890	813	346	240	106	17	17
Base	294	600	655	675	642	507	495	456	318	57	41
Percent	111%	148%	59%	100%	139%	160%	70%	53%	33%	30%	42%
Total males	: 4536			Base : 4503			Percent : 101%				
Total females	: 4707			Base : 4740			Percent : 99%				
Total both sexes	: 9243			Base : 9243			Percent : 100%				

Description of the profile of the members of the Patient Reference Group

Age range		Male	Female
0-19	0	0	0
20-34	3	2	1
35-49	4	1	3
50-64	5	2	3
65+	4	2	1
Totals	16	8	8

Terms of Reference of Langford Medical Practice's Patient Reference Group agreed on February 13 2012.

Contribute to the continuous improvement of services.

Foster and improve communication between the practice and its patients.

Help patients to take more responsibility for their health.

Provide practical support and help to implement change.

How did the practice form the Patient Reference Group (PRG) and what efforts were made to ensure that there was representation from all groups of our population, i.e. age/sex, ethnicity, specific care groups etc?

We handed out leaflets at both surgeries, put up posters in the waiting areas, published details of the group on our website, physically asked patients from specific groups, for example our deaf community and ethnic groups, if they would like to join, contacted the Garrison at Ambrosden and asked them to help us recruit members from all sections of the army community.

How did the practice agree with the PRG which issues should be included in the patient survey?

At our meeting on Monday 3rd February 2014, we looked at our survey results from last year and decided that in order to get an accurate year on year comparison we would use the same questions.

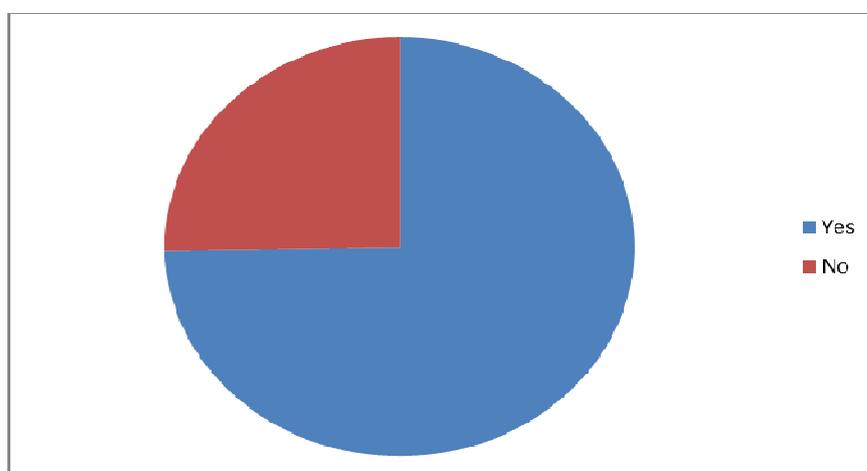
How did the practice collect the patients' views through the local practice survey and how was the PRG informed of the results?

Several members of the PRG spent time during February and March, over several days and at different times of the day handing out surveys to patients in the waiting rooms.

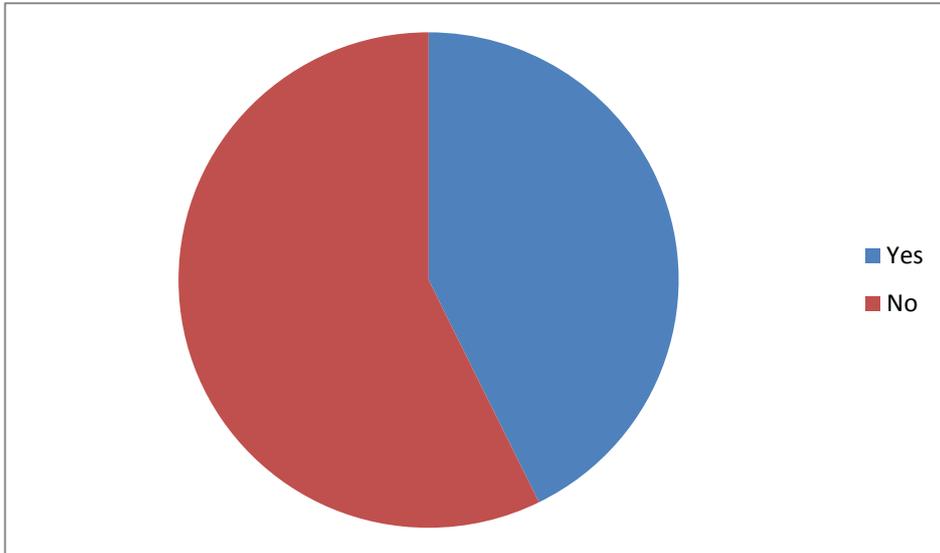
At the second meeting of the PRG on Monday 17 March 2014, the results of the survey were handed out to all members present.

Survey Questions and Results 2013/14

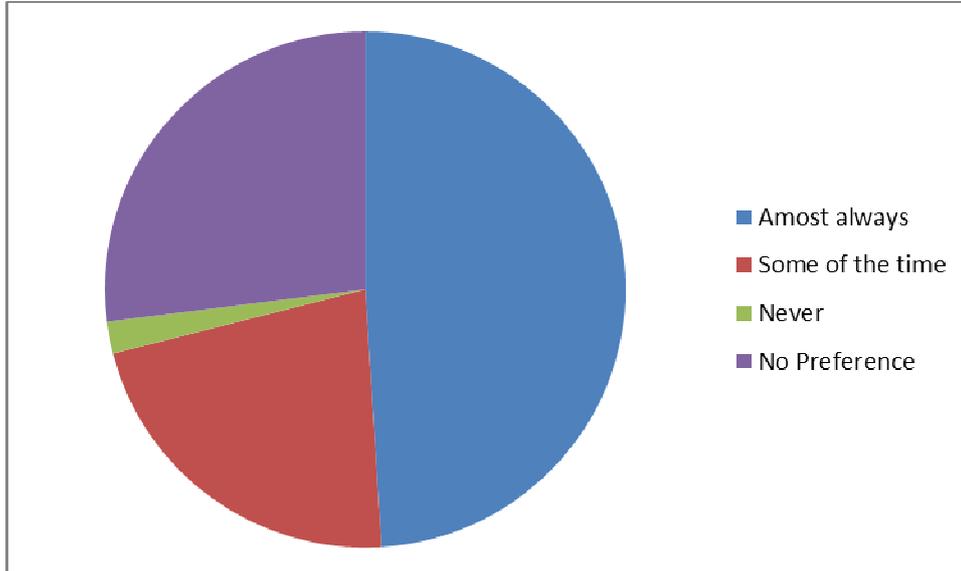
Are you aware that the Practice has a website?



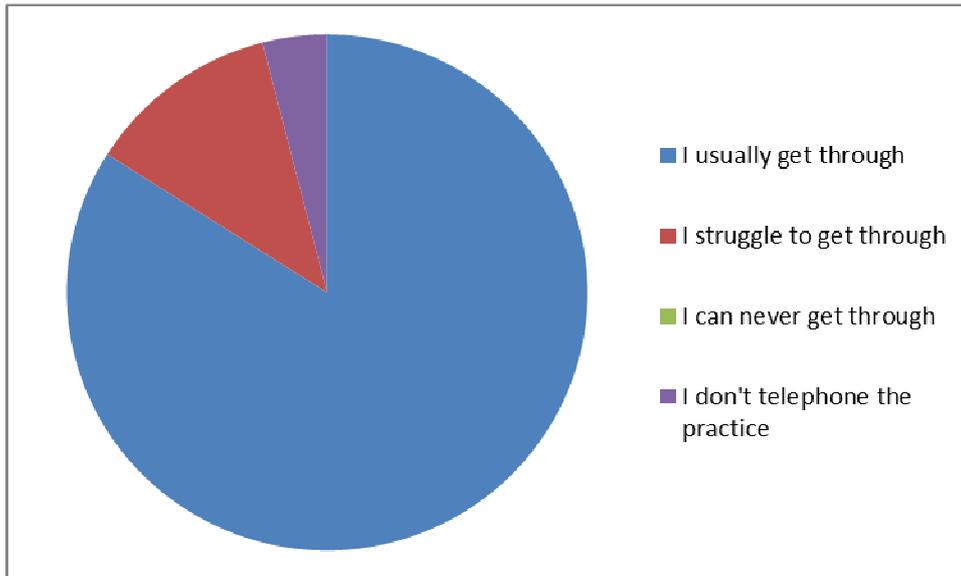
If they were available would you like to be able to book appointments online?



How often are you able to see your preferred Doctor?



How easy is it to contact the practice on the telephone?

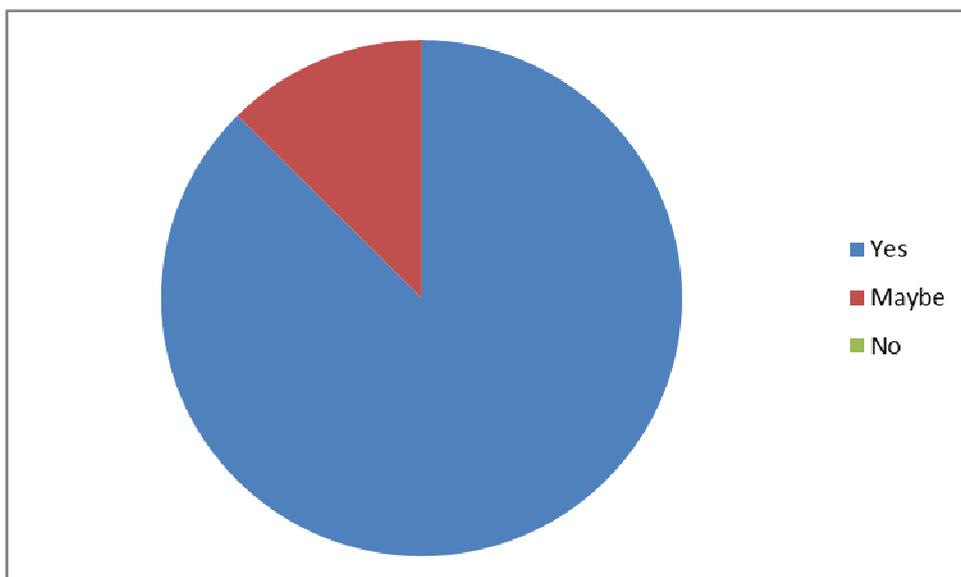


On a scale of 1-5 with 1 being not satisfied and 5 being very satisfied could you please rate the following

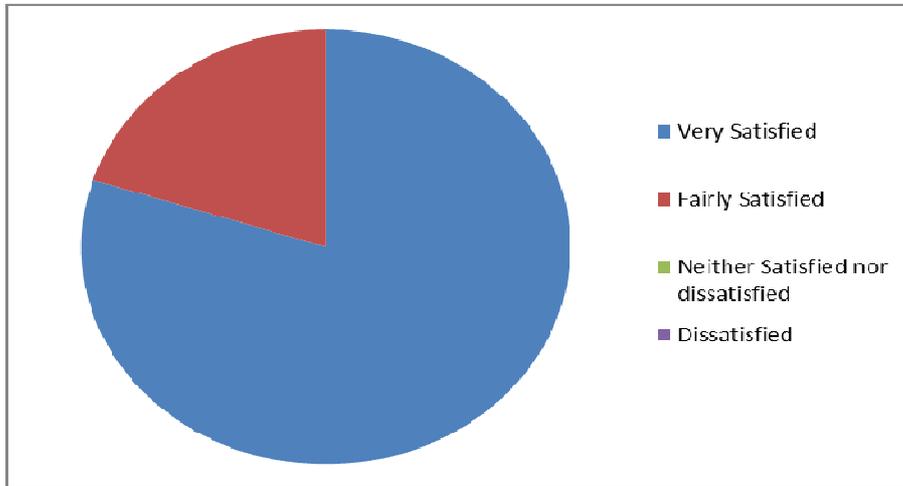
2014	1	2	3	4	5
Cleanliness	0%	0%	8%	35%	57%
Confidentiality (Fear of being overheard)	2%	2%	12%	18%	66%
Child Friendly	0%	2%	4%	20%	51%
Friendliness of GPs & Nurses	0%	0%	2%	20%	78%
Friendliness of Receptionists & Admin Staff	0%	3%	18%	16%	63%
Text reminders	0%	2%	2%	4%	58%

23% NA

Would you recommend this surgery to a friend/family?



Please rate your overall satisfaction with the care you receive at the surgery



How were the PRG able to comment and discuss the findings of the local practice survey, how was agreement reached over any changes required and what is the action plan for any changes being made?

Each question on the survey was discussed in detail. At the end of these discussions an action plan was agreed by all members present. It was acknowledged that overall patients are happy with the services the practice provides.

Action Plan

There were a number of items which the PRG felt would enhance the patients' experience at the practice.

It was felt that the afternoon training sessions for staff have been a success and that where possible these should continue.

The bead table bought for the Langford Surgery last year has proved very popular, we will try to get funding for a similar table at the Ambrosden Surgery.

Due to two senior member of staff being on long term sick leave last year, the migration to a new computer system was delayed until this coming July, however, we were able to implement on line appointment booking. This will be extended to include more surgeries and appointments in the coming months.

The Partners at Langford Medical Practice would like to take this opportunity to thank the members of the Reference Group for there time and efforts, and also the patients who took the time to fill out our questionnaire..